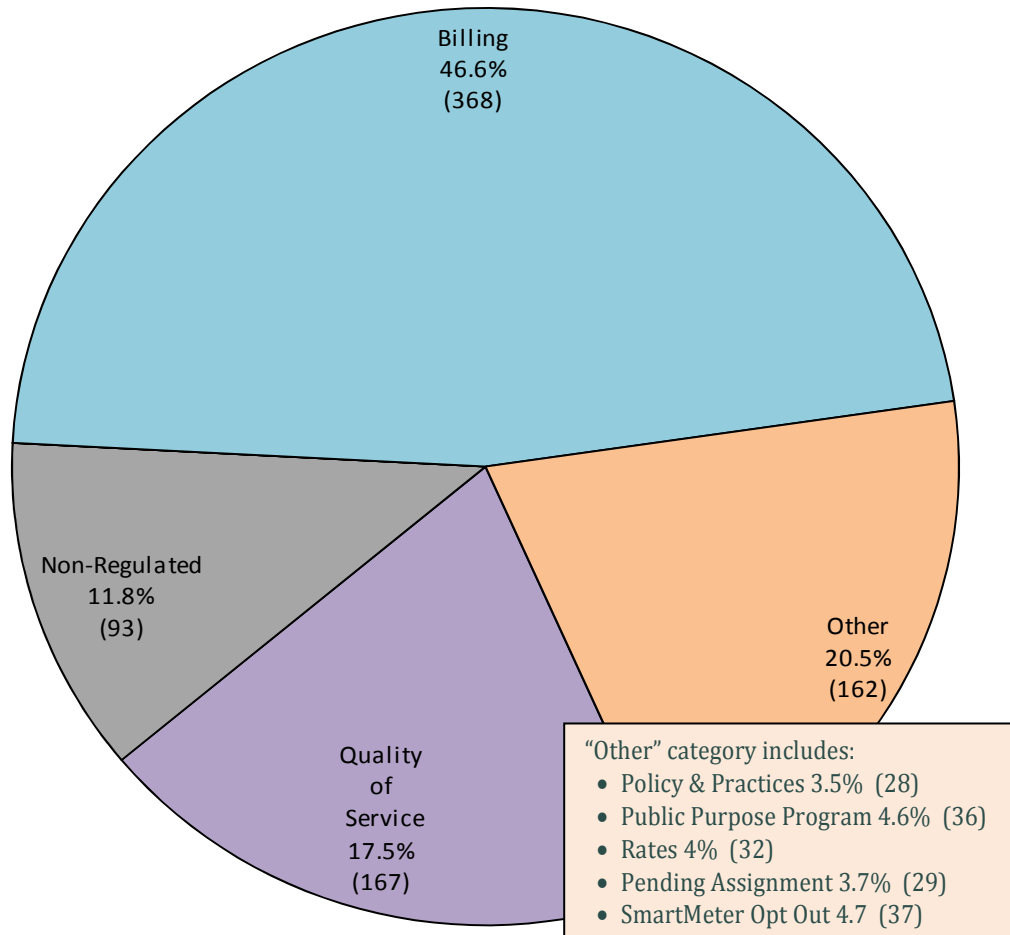


California Public Utilities Commission

October 2013

790 Consumer Contacts* to the Consumer Affairs Branch (CAB) on
Energy (Electricity and Natural Gas) Utilities



*Numbers in parenthesis are the actual number of contacts (phone calls, electronic submissions, or letters) received by the Consumer Affairs Branch for each primary category in the Consumer Information Management System (CIMS).

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Top 10 Sub-categories in the Energy Industry* Questions, Inquiries, and Complaints Received by CAB <i>Identifies most common consumer topics related to Energy in the current month</i>	
Topic	Description
Payment Arrangements	Refers to a form of utility assistance that allows customers to repay a past due bill amount over a period of time. Many utilities do not offer this type of arrangement particularly the cell phone industry. Utilities may elect not to enter into a pay plan with consumers based on a prior history of previous broken arrangements.
High Bill	Refers to complaints regarding bills that are higher than normal, and consumers cannot think of possible reasons that could account for the level of use as stated on the bill. This also includes duplicate billing issues.
Disconnection Non Payment	Refers to a customer's utility service being shut off. This can be initiated by the consumer or by the utility for a non-payment.
Disputed Customer of Record	Refers to a consumer being held responsible for an unpaid balance. The case will be investigated to decipher whether the current consumer derived any benefit while living with the previous account holder who was responsible for the bill. The utility company will bill the party benefitting from the use whether or not the said party is responsible for creating the unauthorized use.
SmartMeter	Refers to contacts regarding automated digital meter reading devices (SmartMeters) for any energy and water utility company.
Deposits	Refers to a dispute resulting from the utility requiring a deposit to establish credit before the service is activated, to reestablish credit due to termination of service for non or late payment, and/or over the deposit amount.
Non-Jurisdictional Company Practice	Refers to utility processes not related to the regulated oversight of the Commission. The major source of this subcategory, are operational decisions a utility company enforces (Not included: tariffs, rates, rules, and billing dates). For example, most operational decisions include matters related to labor relations, decisions to consolidate the utilities workforce, or determining where the utility can cost effectively provide service.
Delayed Orders/Missed Appointments	Refers to contacts concerning field visit appointments missed by the utility company's representative. Usually caused by delayed orders or heavy workload.
Outage	Refers to any disruption in service not related to non-payment.
CARE Recertification	Refers to the California Alternative Rates for Energy (CARE); a program that assists low-income electric and gas consumers by discounting a portion of their utility bill (PUCODE 739). Contacts usually consist of consumers who have not submitted an application for recertification or have been dropped from the program. More information is available on the energy utility web sites.

*For the month of October 2013 only, the top ten subcategories of complaints will be provided on an industry-wide basis and not on the more detailed level that has been provided in previous months. CAB upgraded its internal database with new business rules to improve case processing. The business rules became active on November 1, 2013, leaving October as a transitional month with respect to categorizing contacts. Beginning with November 2013, and going forward from there, the data will be presented in the historical format with the more detailed level of subcategories.

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